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Ford Motor Company  
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January 21, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD  
 Customer Satisfaction Program 20B34 – Supplement #1**  
 Certain 2020 Model Year Explorer Vehicles Equipped with 2.3L Ecoboost Engine  
 Transmission Oil Cooler

**New! REASON FOR THIS SUPPLEMENT**

*Affected Vehicles: Additional 2020 Explorer vehicles have been added to the program*

*Claims Preparation and Submission: Provision for locally obtained coolant added for top off purposes*

*Program Terms: Vehicle build dates clarified for original vehicle volumes. Program terms effective dates added for expanded vehicle population.*

*Owner Refunds: Refund effective dates added for expanded vehicle population.*

*Owner Notification Mailing Schedule: New owner letter mailing schedule due to additional vehicle population*

**New! PROGRAM TERMS**

*This program will be in effect through September 30, 2021 for Explorer RWD vehicles built between October 19, 2018 through January 10, 2020, and Explorer AWD vehicles built between October 19, 2018 through September 14, 2019.*

*This program will be in effect through January 31, 2022 for Explorer AWD vehicles built from September 15, 2019 through February 6, 2020.*

*There is no mileage limit for this program.*

**New! URGENCY / EXPIRATION DATE**

This Customer Satisfaction Program has an expiration date of September 30, 2021, *or January 31, 2022 depending on vehicle build date*, to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN Lists names and address that have been available since September 14, 2020 to contact customers with affected vehicles. This will help minimize the number of vehicles that may require a more extensive repair.

**New! AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
<i>Explorer (RWD)</i>	<i>2020</i>	<i>Chicago</i>	<i>October 19, 2018 through January 10, 2020</i>
<i>Explorer (AWD)</i>	<i>2020</i>	<i>Chicago</i>	<i>October 19, 2018 through February 6, 2020</i>

Affected vehicles are identified in OASIS and FSA VIN Lists.

## **REASON FOR THIS PROGRAM**

In some of the affected vehicles, a leak in the transmission oil cooler may occur due to a crack developing near the oil cooler line fittings. Loss of transmission fluid could lead to transmission noise, harsh shifts or the inability to shift out of park.

## **SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the transmission oil cooler. This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed late first quarter for the new vehicle population. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Owner Notification Letter

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



David J. Johnson

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
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**OASIS ACTIVATION**

OASIS was activated on September 14, 2020.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since September 14, 2020. Owner names and addresses have been available since October 12, 2020.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

**New! OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires March 31, 2021 for RWD vehicles build between October 19, 2018 through January 10, 2020, and Explorer AWD vehicles built between October 19, 2018 through September 14, 2019. This refund offer expires July 31, 2021 for AWD vehicles built between September 15, 2019 through February 6, 2020.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with the transmission oil cooler.

**RENTAL VEHICLES**

Rentals are not approved for this program.

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**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**New! CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 20B34 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20B34                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                      - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Provision for locally obtained Motorcraft® Coolant (or equivalent):** Submit on the same line as the repair.
  - Program Code: 20B34                      - Misc. Expense: OTHER
  - - Misc. Expense: Claim up to \$4.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the transmission oil cooler	20B34B	1.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION****SSSC Web Contact Site:**

To place an order for parts, (except fluid), submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
L1MZ-7869-H	Transmission Oil Cooler	1	1
W709678-S450	M8x30 Bolt	1	1
XT-12-QULV	Motorcraft® MERCON® Automatic Transmission Fluid	6	6

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

September 2020

Customer Satisfaction Program 20B34

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, the transmission oil cooler may be leaking due to a crack in the oil cooler lines. You may notice transmission fluid on the ground and/or a service engine indicator illuminated in the instrument panel.
- What is the effect?** Loss of transmission fluid may lead to transmission noise, harsh shifts or the inability to shift out of park.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to replace the transmission oil cooler free of charge (parts and labor) under the terms of this program.  
This Customer Satisfaction Program will be in effect until September 30, 2021 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additional time may be required to allow the engine to cool prior to performing this repair.
- COVID-19 (CORONAVIRUS)** Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [owner.ford.com](http://owner.ford.com).

- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 20B34. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
- Have you previously paid for this repair?** If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedure was used.  
If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to replacing the transmission oil cooler. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before March 31, 2021. To avoid delays, do not send receipts to the Ford Motor Company
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.  
You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.  
**RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).  
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).  
**FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).  
Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

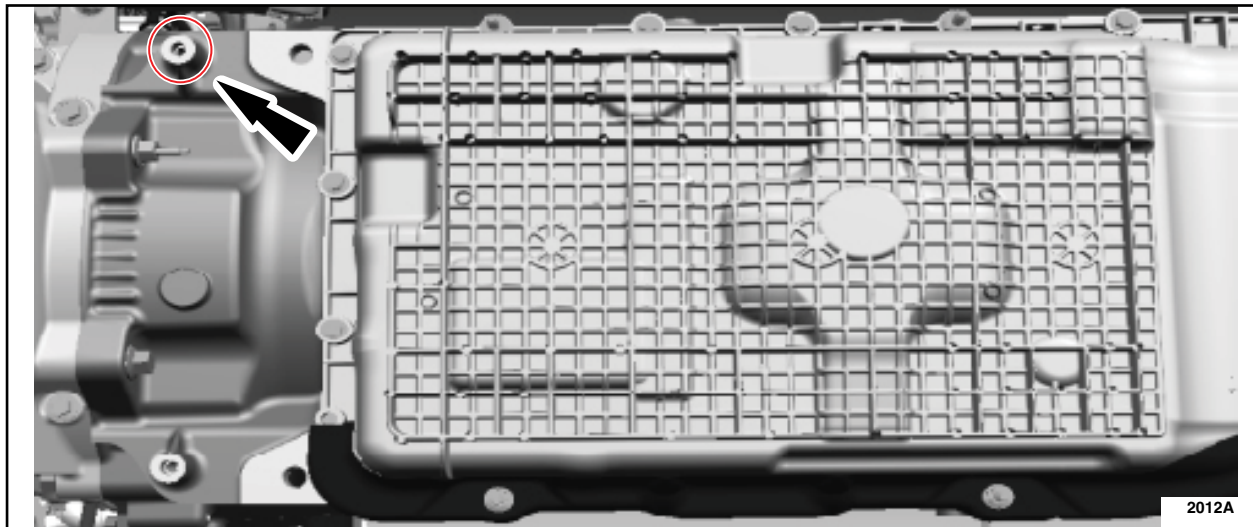
Thank you for your attention to this important matter.

Ford Customer Service Division

## CERTAIN 2020 MODEL YEAR EXPLORER VEHICLES — TRANSMISSION OIL COOLER REPLACEMENT

### SERVICE PROCEDURE

1. Replace the transmission fluid cooler. Refer to Workshop Manual (WSM), Section 307-02.
2. Install the M8x30 bolt. Torque to 25 Nm (18 lb-ft). See Figure 1.



**FIGURE 1**

3. Using the appropriate scan tool, clear transmission tables and perform an Adaptive Learning Drive Cycle. Refer to WSM, Section 307-01.

